



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Sachi A. Hamai, Executive Officer-
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

At its meeting held August 28, 2007, the Board took the following action:

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Supervisor Burke made the following statement:

“The Child Protection Hotline, a section in the Department of Children and Family Services, is designed to answer calls reporting suspected child abuse, neglect, and exploitation 24 hours per day, 7 days per week. This reporting hotline offers a crucial community service. It is intended as a reliable, secure, and responsive mechanism for reporting activities that compromise the wellbeing and safety of children throughout Los Angeles County.

“While an automated system is in place to track the number of incoming calls, calls in queue, and ‘dropped’ or ‘lost’ calls, recent allegations have been made over the accuracy of reporting. Calls made to the Child Protection Hotline often necessitate immediate response. The County must make every effort to ensure that honest and efficient protocol is in place for handling each and every case.”

Therefore, on motion of Supervisor Burke, seconded by Supervisor Knabe, unanimously carried (Supervisor Molina being absent), the Chief Executive Officer was instructed to work in concert with the Auditor-Controller and the Director of Children and Family Services to conduct a review of a statistically valid number of calls made to the Child Protection Hotline within the last year, examining issues such as response times, quantity and nature of calls, current mechanisms for quality control, reasons for dropped calls and the utilization of the callback message system; and report back to the Board within 30 days with findings and recommendations.

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Copies distributed:

Each Supervisor
Chief Executive Officer
County Counsel
Auditor-Controller
Director of Children and Family Services